

Enterprise Incident Report December 2011

As of 1/3/2012

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
GOED	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro A Desktop Support	Burton Brown	0 0	3 0	0 0	3 0
		Robert Wall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Liz Evans	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1

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			High	Low	Medium	FCR Total
GOED	Security	Bart Grant	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Assigned Group Total		1 0	9 2	2 0	12 2
	Customer Company Total		1 0	9 2	2 0	12 2

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
GOED	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Burton Brown	0 0	3 0	0 0	3 0
		Robert Wall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
GOED	Security	Bart Grant	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Assigned Group Total		1 0	9 1	2 0	12 1
Customer Company Total			1 0	9 1	2 0	12 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
GOED	Application Services	Danielle Hood	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Capitol Desktop Support	Chad Poll	0 0.00	1 3.70	0 0.00	1 3.70
		Assigned to Individual Total	0 0.00	1 3.70	0 0.00	1 3.70
	Help Desk	Vicky Marrelli	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	0 0.00	1 0.10
	Metro A Desktop Support	Burton Brown	0 0.00	3 0.00	0 0.00	3 0.00
		Robert Wall	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTIR Total
GOED	Security	Bart Grant	0 0.00	0 0.00	2 0.22	2 0.22
		Assigned to Individual Total	0 0.00	0 0.00	2 0.22	2 0.22
	Strategic Communications	Dennis Rogers	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	1 0.61	0 0.00	1 0.61
	Voice Operations	Britany Finlay	1 0.28	0 0.00	0 0.00	1 0.28
		Assigned to Individual Total	1 0.28	0 0.00	0 0.00	1 0.28
	Assigned Group Total		1 0.28	9 0.57	2 0.22	12 0.49
	Customer Company Total		1 0.28	9 0.57	2 0.22	12 0.49

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As of 1/3/2012

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
GOED	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Chad Poll	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Burton Brown	0 0	3 0	0 0	3 0
		Robert Wall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
GOED	Security	Bart Grant	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Assigned Group Total		1 0	9 0	2 0	12 0
Customer Company Total			1 0	9 0	2 0	12 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
GOED	Application Services	Danielle Hood	0 0.00	1 3.04	0 0.00	1 3.04
		Assigned to Individual Total	0 0.00	1 3.04	0 0.00	1 3.04
	Capitol Desktop Support	Chad Poll	0 0.00	1 5.25	0 0.00	1 5.25
		Assigned to Individual Total	0 0.00	1 5.25	0 0.00	1 5.25
	Help Desk	Vicky Marrelli	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	1 0.21	0 0.00	1 0.21
	Metro A Desktop Support	Burton Brown	0 0.00	3 0.22	0 0.00	3 0.22
		Robert Wall	0 0.00	1 0.98	0 0.00	1 0.98
		Assigned to Individual Total	0 0.00	4 0.41	0 0.00	4 0.41
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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GOED

			High	Low	Medium	ATTR Total
GOED	Security	Bart Grant	0 0.00	0 0.00	2 0.92	2 0.92
		Assigned to Individual Total	0 0.00	0 0.00	2 0.92	2 0.92
	Strategic Communications	Dennis Rogers	0 0.00	1 4.59	0 0.00	1 4.59
		Assigned to Individual Total	0 0.00	1 4.59	0 0.00	1 4.59
	Voice Operations	Britany Finlay	1 0.28	0 0.00	0 0.00	1 0.28
		Assigned to Individual Total	1 0.28	0 0.00	0 0.00	1 0.28
	Assigned Group Total		1 0.28	9 1.64	2 0.92	12 1.40
Customer Company Total			1 0.28	9 1.64	2 0.92	12 1.40

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Detail

INC000000424158	Sharon Cox Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425042	James Buchanan Capitol Desktop Support	Application Chad Poll	None GOED	Contribute Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.70 5.25
INC000000425744	Fred Lange Metro A Help Desk	Network Liz Evans	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425981	Lorraine Daly Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Incident GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.21
INC000000425989	Lorraine Daly Strategic Communications	EIS Hardware Dennis Rogers	Printer GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 4.59
INC000000427503	Chad Davis Application Services	None Danielle Hood	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 3.04
INC000000430114	Suzanne Redington Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000434052	Vicki Allison Metro A Desktop Support	Application Burton Brown	Error GOED	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000435394	Michael Sullivan Security	Network Bart Grant	Error GOED	Internet Explorer Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.92
INC000000435394	Michael Sullivan Security	Network Bart Grant	Error GOED	Internet Explorer Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.92
INC000000435434	Jonnie Wilkinson Metro A Desktop Support	Application Robert Wall	Error GOED	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.98
INC000000435486	Michael Sullivan Voice Operations	Telecom Britany Finlay	Call Management GOED	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28